



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY

HHC 1st COSCOM 2nd CMMC

Regional Sustainment Maintenance Management Office - East
Bldg 2-2409 Woodruff Street Fort Bragg, NC 28310-5000

20 Sep 99

AFVH-MM-CM

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: After Action Report, (AAR) PP&C IX

1. The East Region held it's ninth semi-annual Production Planning and Control, (PP&C) Conference on 17-18 Aug 99 in Fayetteville, North Carolina at the Prince Charles Radisson Hotel. Ms. Anna L. Carter, the Regional Sustainment Maintenance Manager (RSMM), chaired the conference. A list of attendees at attached.
2. The first day of the conference, 17 Aug 99, was dedicated to Local Sustainment Maintenance Managers (LSMMs) and RSMM staff. The group engaged in open discussion of issues affecting the Region and LSMM production performance for the quarter. The remainder of the day was dedicated to active component LSMM cost map training sponsored by Mr. Ed Moscatelli, MPRI and Mr. Bari Buzzard, RSMM Senior Financial Analyst, also of MPRI. Mr. Moscatelli outlined the process and discussed procedures for the upcoming cost-mapping requirement with LSMMs and their installation resource management personnel.
3. The second day involved participants from the U.S. Army Materiel Command's (USAMC) National Program Office (NPO), FORSCOM, TRADOC, NGB, USAR, MTMC, LOGSA, ESSC-Hood, LSMM, and RSMM representatives. Colonel Donald Boyd, the 2D Materiel Management Center Commander, provided opening remarks. He thanked attendees for the tremendous contributions they have made to support Single Stock Fund (SSF) and ISM. In response to questions from the group, he provided an overview of the SSF proposed fielding plan that had been previously presented to the SSF General Officer Working Group (GOWG). The remainder of the day focused on USAMC's National Maintenance Program overview, LSMM production performance, associated issues, and Center of Excellence (COE) bid awards.
4. Mr. John Otis, USAMC, NPO, presented an information briefing on the NPO's role and mission in support of the new National Maintenance Program (NMP) concept and related policy. Mr. Otis explained that the office has consistently changed to reflect the scope of their broad responsibility. The NPO, consisting of supply, maintenance, and finance functional areas, will coordinate field requirements, design the SSF "to-be" framework, and establish the national credit policy. Its primary mission will be to execute Department of the Army policy in these areas. The office currently consists of seven Department of the Army Civilians and will continue to expand. Mr. Otis further stated that plans are in progress to build a national workload plan by early Apr 00. He projects, 380 million dollars are to be saved during FY 00 through FY 03 by maintenance optimization and the elimination of excess repairs. The RSMM emphasized the need to keep the

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region informed and involved in efforts to refine and execute the new national maintenance concept/national workload plan.

5. Ms. Charlene Lawson, Mr. Tim Bucklaw, and Mr. Harold Goodmon, National Sustainment Maintenance Management Office, presented status briefings on the National Workload Program (NWP), the Business Process Manual (BPM), and ISO 9002.

a. Ms. Charlene Lawson's overview of the National Workload Program, (NWP) focused on all National Programs awarded within the past 6 months. She concluded by giving status of enhancements to the NWP Automated System, which appear to be nearing completion.

b. Mr. Tim Bucklaw discussed recent changes to the BPM which was published in Jun 99. Primary changes were to the Mean Time To Repair (MTTR) calculation, extension of the award period to 3-years (Chapter 4), and changes to Chapters 8 and 9 in the areas of training and quality assurance. Hard copies and compact disks of the new BPM were distributed to all LSMMs. The document is also available on the ISM Homepage. Mr. Bucklaw also explained and provided compact disks containing COE configuration standards and an ISM tutorial. Mr. Bucklaw also stated that the Department of the Army policy message directing activities to pay full AMDF price for reparables withdrawn from the Defense Reutilization and Marketing Office (DRMO) may have been rescinded. He agreed to follow-up on this issue. The RSMM was also asked to provide status of the East Region's effort to implement the RO-RL policy that was issued earlier in the year by HQDA ODCSLOG. Ms. Carter stated that the policy had been disseminated by the previous RSMM and is still in effect.

c. Mr. Harold Goodmon presented an information briefing on ISO 9002 requirement for all participating maintenance activities (levels A, B, and C, documentation, training and audits). Additionally, he discussed his future plans to focus on decertification of maintenance activities that do not sustain the ISO 9002 requirement standards. Mr. Goodmon stressed that DOL's must include Aviation Maintenance activities in their ISO Manuals. Annual internal audits are required in accordance with the BPM. ISO 9002 QA training and audit requirements through June 00 must be identified and provided to the RSMM for submission to the NSMM Office as soon as possible.

Following the PP&C, the East Region's ISO 9002 training and audit schedule through Feb 00 was finalized and approved by the NSMM Office:

Month/Year	Dates	Location	Participants
Oct 99	4-5 Oct	Ft. Campbell On-site training	CSMS_49_TN and Ft. Campbell
	18-22 Oct	Ft. Knox On-site training	Ft. Knox
Dec 99	6-8 Dec	CSMS_45_PA External Audit	CSMS_45_PA

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Month/Year	Dates	Location	Participants
	9-10 Dec	Annville, PA On-site training	Note: planning centralized on-site training for NG1-CT/ME/NH/NJ and NG2 – DE/MD/NY
Feb 00	1-2 Feb	Ft. Stewart On site training	Ft. Stewart
	3-4 Feb	Ft. Gordon	Note: Attempting to schedule CSMS_11_FL and CSMS_47_ at Stewart or Gordon
	22-23 Feb	NG4 MS	Note: planning centralized on site training for AL/KY/LA/MS
			<u>*Note: One external audit will be required in Feb 00 at a location yet to be determined.</u>

Mr. Goodmon announced a new QA requirement that was inadvertently excluded from the Jun 99 BPM update. Under the change, maintenance activities will have 45 days after COE award to provide a QA plan to the RSMM/NSMM for the specific COE line to be repaired. This will be required for both National and Regional work effective as of PP&C X (Feb 00). The NSMM Office, seeking MACOM review and coordination, has issued a proposed BPM change for this new requirement. Mr. Goodman concluded by presenting Level “A” QA certificates to LSMM Gordon for Fort Jackson and Fort Eustis. A certificate was also presented to LSMM Maine (NG-1) for CSMS Massachusetts.

6. Mr. Bradford Foley, USAMC, LOGSA, Packaging, Standardization, and Containerization Center (PS&CC), presented an information briefing on Packaging and Crating, (P&C). Mr. Foley stated that P&C expertise would be critical once SSF is implemented. He envisions DOL repair activities having the same packing and crating requirements as any National Inventory Control Point staging site, therefore, extensive P&C training and capability is a “must”. The Army’s Packaging School is free to Active Duty, NG, AR and DOD personnel and is located at Aberdeen Proving Ground, Maryland and is available as both residence and correspondence courses. Installations that send attendees for the P&C Course will have to absorb the cost of TDY and transportation. Mr. Foley’s organization also performs P&C installation level assessments to identify deficiencies and recommend corrective action. Packaging and Crating (P&C) references are found in AR 700-15, AR 735-11-1 and MIL STD 2073-1C.

7. Mr. Kurt Pounds, RSMM Office, led the LSMM Production Performance Review portion of the meeting. He emphasized continued problems stemming from multi-pack and multiple (bulk) shipments including delays by ITO/GBL transportation. Ms. Carter, RSMM, led discussion of associated production and performance issues. Some production and performance problems remain at each PP&C with little or no change. While some of these repetitive issues may require higher headquarters review and action (e.g. labor reimbursement, Specialized Repair Authority denials), others are within the responsibility of the region to manage and resolve. Therefore, LSMMs were requested to identify any issues deemed appropriate for review/action by the ISM Corporate Board. These issues were to be provided to the RSMM by 10 Sep 99. Ms. Carter concluded this portion of the discussion by stressing her intent in the months ahead to

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aggressively manage below standard performance problems such as 25% above the bid and 50% washout rate (in accordance with the BPM). A synopsis of additional issues discussed during the PP&C is attached.

8. The Deputy RSMM, CW5 Roscoe Leggs rendered bid awards, which will be effective as of 1 Oct 99. All LSMMs were instructed to submit any challenges to the RSMM Office NLT 24 Aug 99. The RSMM responded to all challenges accordingly. The Bid Summary is also attached. CW5 Leggs advised all LSMMs that awards prior to this PP&C were for a 2-year period and awards for this PP&C are for 3 years. The next PP&C will consist of rebidding of lines awarded at PP&C VI.

9. The RSMM concluded with a wrap-up discussion and thanked all attendees for their hard work and participation. The next quarterly Video Teleconference will be held on 4 Nov 99 at 0800-1000 Eastern Standard Time. The next semi-annual PP&C, will be held in Biloxi, Mississippi on 23-24 Feb 00, hosted by NG-3 North Carolina and the Mississippi National Guard. Details for making hotel reservations is included in as an attachment

10. The point of contact for this report is Mr. James Behlin, DSN 236-1543 or commercial (910) 396-1543.



Encls

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LSMM, Area 1

LSMM, Area 2

LSMM, Area 3

LSMM, Area 4

LSMM, Area 5